



Traverse City 2021 Gas Renewal Project

DTE in partnership with our contractor, Hydaker-Wheatlake, will soon be working in the area shown on the map to replace aging natural gas lines with modern, long lasting pipes.

This upgrade includes:

- New main lines installed near the street
- New service lines run to homes
- Gas meters located inside the home will be moved outside

Our crews will be following medically recommended safety protocols including daily health screenings, social distancing, & wearing face masks.

Gas Renewal Program Contact Information:

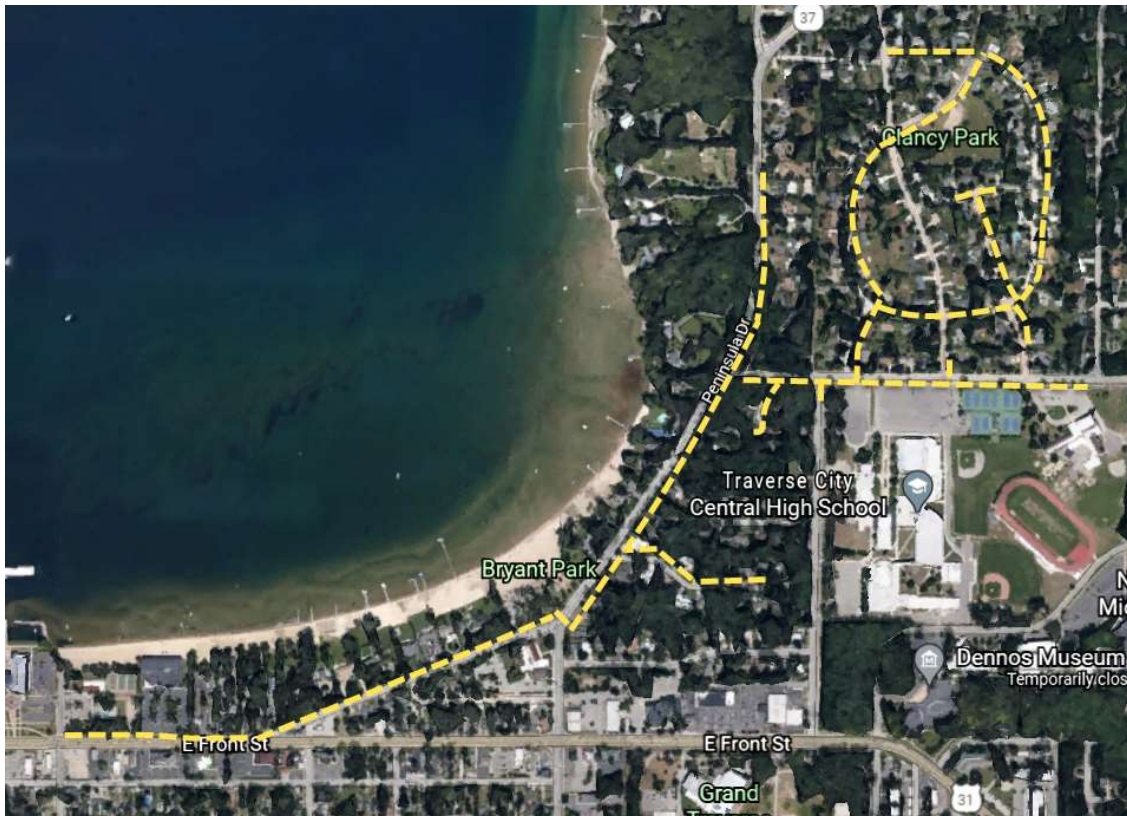
- General Questions: 616 - 551 - 2621
- Restoration Concerns: 616 - 226 - 6913

A DTE representative is available Monday – Friday, 8 a.m. – 4 p.m. If calling after hours, leave a message and expect a return call within 2 business days.

FAQs: www.dteenergy.com/gasrenewal

Renewal Process Video: <https://www.youtube.com/watch?v=AYL7mTIEs6k>

Please see the mailer that was sent to all impacted customers, outlining our gas renewal process & providing contact information.



Note: These phone numbers are dedicated to the Gas Renewal Program only. Neither is the DTE general Customer Service number. For inquiries on other topics please call DTE Customer Service at 1-800-477-4747

DTE Energy is upgrading natural gas infrastructure

DTE

RE: Natural gas upgrade

Dear Valued Customer,

At DTE Energy, the safety of our employees and customers remains our top priority. That's why we've been working closely with medical experts to implement safety procedures that will help keep our team members, and you, as safe as possible as we perform important infrastructure work that will allow us to continue to deliver safe and reliable natural gas.

Rest assured that we are committed to doing what's right. When you see or interact with our crews, know that they will be following medically recommended safety protocols, including daily health screenings, social distancing and wearing face masks and gloves. If they need to enter your home, they will take additional precautions, like wearing safety glasses, a mask and nitrile gloves. We need your help, too. Please keep a safe distance (at least six feet) from our crews and let us know if you or anyone in your home has recently been ill.

DTE in partnership with our contractor, Hydaker-Wheatlake, will soon be working in your neighborhood to replace aging natural gas lines with modern, long lasting pipes. The upgrade includes moving equipment located inside your home out-side. To do this, we will need to come into your home (see phase three).

Placing the gas meter on the outside of your home eliminates the need for DTE to enter your home for future meter maintenance and readings and allows more frequent, comprehensive safety inspections. This work is done at no additional cost to you.

We know these are uncertain times, but you can feel confident that DTE is doing everything in our power to keep you and your neighbors safe.

If you have questions about the upcoming work, please contact us at the phone number below.



Kevin Mills

Manager, Gas Operations, DTE Energy

Disponible en español
dteenergy.com/gasrenewal

DTE

DTE Gas Infrastructure Upgrade

Frequently asked questions: dteenergy.com/gasrenewal

For questions about DTE's Gas Renewal Program: 616.551.2621

Project Contact: 231.369.2035 Project Supervisor: 231.388.1105

A Hydaker-Wheatlake rep is available from 8:00 a.m. – 4:00 p.m., Monday – Friday. If there is no answer, please leave a message and expect a response within two business days.

What to expect



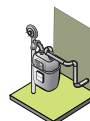
Phase One: Notification

- This is your first notice; upgrade construction begins soon.
- If your gas meter is located inside your home, our contractor, Hydaker-Wheatlake, will contact you to schedule an inspection to determine the best exterior location for your new gas meter.
- During the upgrade, we may communicate progress via door hangers, phone call, face to face or on Nextdoor.com



Phase two: New gas lines installed

- New main gas lines will be installed near the street and new service lines will be run to homes.
- Sidewalks and lawns may be damaged. A temporary solution may be put in place until permanent restoration is complete.



Phase three: Interior meter moved out

- Gas meters located inside the home will be moved to your home's exterior where the gas line enters your home and upgraded if needed.
- Hydaker-Wheatlake will call or knock to schedule a convenient time during the construction process on your street to move the meter. We'll leave a door hanger with contact information if you are not home.
- If the meter is already outside, DTE will only enter your home after the installation is complete to relight your appliances.
- During this phase your gas service will be interrupted for 2 -3 hours.



Phase four: Property restoration

- DTE will restore all affected sidewalks, lawns, landscaping and driveways within 30 days of project completion in May-October.
- If the upgrade is completed in November-April, a temporary solution will remain in place until weather permits permanent restoration. All restoration will be completed by June 30.